

FY03 ACI AGGREGATE REPORT

| | 1st Qtrr | 2nd Qtrr | 3rd Qtrr | 4th Qtrr | Total |
|---|---------------|---------------|---------------|---------------|---------------|
| Part I: Crisis Hotline | | | | | |
| Total Crisis Calls | 19,642 | 18,852 | 18,750 | 18,260 | 75,504 |
| Number of Persons Calling | 13,387 | 12,567 | 12,154 | 12,493 | 50,601 |
| DMH (Currently Active) Clients | 8,533 | 6,678 | 6,477 | 6,224 | 27,912 |
| Demographic Information on Callers | | | | | |
| Male | | | | | |
| Age | | | | | |
| 0-12 | 857 | 887 | 931 | 822 | 3,497 |
| 13-17 | 519 | 520 | 531 | 504 | 2,074 |
| 18-40 | 3,182 | 2,987 | 2,979 | 2,621 | 11,769 |
| 41-64 | 1,897 | 1,980 | 2,074 | 1,949 | 7,900 |
| 65+ | 97 | 86 | 61 | 105 | 349 |
| Unknown | 1,653 | 1,511 | 1,517 | 1,398 | 6,079 |
| Total | 8,205 | 7,971 | 8,093 | 7,399 | 31,668 |
| Female | | | | | |
| Age | | | | | |
| 0-12 | 807 | 851 | 968 | 883 | 3,509 |
| 13-17 | 554 | 631 | 560 | 504 | 2,249 |
| 18-40 | 3,983 | 3,693 | 3,317 | 3,241 | 14,234 |
| 41-64 | 2,864 | 2,813 | 2,781 | 3,144 | 11,602 |
| 65+ | 265 | 197 | 195 | 262 | 919 |
| Unknown | 2,437 | 2,185 | 2,231 | 2,073 | 8,926 |
| Total | 10,910 | 10,370 | 10,052 | 10,107 | 41,439 |
| Unknown | | | | | |
| Age | | | | | |
| 0-12 | 99 | 93 | 109 | 134 | 435 |
| 13-17 | 10 | 7 | 14 | 31 | 62 |
| 18-40 | 25 | 17 | 40 | 41 | 123 |
| 41-64 | 8 | 7 | 15 | 17 | 47 |
| 65+ | 9 | 7 | 6 | 0 | 22 |
| Unknown | 376 | 380 | 421 | 531 | 1,708 |
| Total | 527 | 511 | 605 | 754 | 2,397 |

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|--|---------------|---------------|---------------|---------------|---------------|-------------|
| Grand Total | 19,642 | 18,852 | 18,750 | 18,260 | 75,504 | |
| Who called: | | | | | | |
| Consumer/Self | 11,669 | 11,437 | 11,399 | 11,223 | 45,728 | 61% |
| Family Member | 3,054 | 3,001 | 2,743 | 2,671 | 11,469 | 15% |
| Mental Health Worker | 1,288 | 910 | 1,235 | 1,148 | 4,581 | 6% |
| Law Enforcement | 419 | 334 | 282 | 310 | 1,345 | 2% |
| Jail/Corrections/Detention | 120 | 95 | 110 | 167 | 492 | 1% |
| Division of Youth Services or Juvenile Ctr. | 48 | 61 | 57 | 48 | 214 | 0% |
| Division of Family Services | 118 | 115 | 104 | 104 | 441 | 1% |
| Division of Aging | 46 | 16 | 20 | 31 | 113 | 0% |
| Medical Facility or Professional | 1,613 | 1,515 | 1,593 | 1,416 | 6,137 | 8% |
| Mental health Coordinator | 11 | 10 | 4 | 8 | 33 | 0% |
| ADA Staff | 67 | 56 | 71 | 52 | 246 | 0% |
| School | 55 | 74 | 97 | 67 | 293 | 0% |
| Homeless Shelter/Services | 107 | 197 | 190 | 161 | 655 | 1% |
| Significant other | 130 | 158 | 108 | 81 | 477 | 1% |
| Friend | 377 | 312 | 275 | 298 | 1,262 | 2% |
| Neighbor | 48 | 54 | 43 | 56 | 201 | 0% |
| Other | 472 | 507 | 419 | 419 | 1,817 | 2% |
| Total | 19,642 | 18,852 | 18,750 | 18,260 | 75,504 | 100% |
| Presenting Problems: (all that apply) | | | | | | |
| Currently Suicidal | 1,402 | 1,315 | 1,224 | 1,257 | 5,198 | 5% |
| Harm or threats of harm to self | | 0 | | | | |
| (other than suicidal) | 1,081 | 944 | 944 | 941 | 3,910 | 4% |
| Harm or threats of harm to others | 596 | 521 | 525 | 544 | 2,186 | 2% |
| Inability to meet basic needs | 198 | 291 | 146 | 191 | 826 | 1% |
| Acute Psychiatric crisis | 2,630 | 2,540 | 2,805 | 2,649 | 10,624 | 11% |
| Domestic Violence | 437 | 391 | 354 | 371 | 1,553 | 2% |
| Childhood/adolescent problems | 1,038 | 1,060 | 1,028 | 1,232 | 4,358 | 4% |
| Information Referral | 3,414 | 2,685 | 3,218 | 2,858 | 12,175 | 13% |
| Substance abuse | 2,368 | 1,975 | 2,108 | 1,771 | 8,222 | 8% |
| Housing | 470 | 507 | 535 | 398 | 1,910 | 2% |

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|---|---------------|---------------|---------------|---------------|---------------|-------------|
| Supportive counseling for non/acute mental health needs | 8,299 | 7,261 | 7,281 | 0 | 30,021 | 31% |
| Access to and /or problems with psychiatric medications | 2,295 | 2,578 | 2,366 | 0 | 9,409 | 10% |
| Other | 1,702 | 1,479 | 1,653 | 1,916 | 6,750 | 7% |
| Total | 25,930 | 23,547 | 24,187 | 23,478 | 97,142 | 100% |

Outcome of Crisis Hotline Calls

| | | | | | | |
|---|---------------|---------------|---------------|---------------|---------------|-------------|
| No further contact planned | 9,416 | 9,393 | 9,524 | 9,618 | 37,951 | 48% |
| Referred to Mobile Crisis*** | 3,283 | 3,042 | 3,104 | 3,125 | 12,554 | 16% |
| Scheduled same/next day appointment/CPS | 632 | 531 | 407 | 348 | 1,918 | 2% |
| Scheduled same/next day appointment/ADA | 43 | 22 | 15 | 14 | 94 | 0% |
| Referred to other community agency | 2,032 | 1,906 | 1,928 | 1,842 | 7,708 | 10% |
| Admitted to Psychiatric Inpatient Hospital/unit | 543 | 586 | 595 | 527 | 2,251 | 3% |
| Referred to 911/law enforcement/juvenile officer | 527 | 500 | 452 | 497 | 1,976 | 3% |
| Admitted to a residential crisis program | 140 | 108 | 120 | 113 | 481 | 1% |
| Admitted to 23 hour observation bed | 4 | 4 | 7 | 3 | 18 | 0% |
| Referred to Mental Health Coordinator | 358 | 289 | 345 | 209 | 1,201 | 2% |
| Referred to medical facility for med. Reasons | 250 | 201 | 201 | 203 | 855 | 1% |
| Referred to emergency subs. Abuse trmnt (non-med detox) | 170 | 122 | 155 | 94 | 541 | 1% |
| Non-emergency: Referral to DMH CPS services | 2,509 | 2,405 | 1,945 | 1,882 | 8,741 | 11% |
| Non-emergency: Referral to DMH ADA services | 666 | 483 | 521 | 468 | 2,138 | 3% |
| Non-emergency: Referral to DMH MRDD services | 38 | 14 | 86 | 152 | 290 | 0% |
| Total | 20,611 | 19,606 | 19,405 | 19,095 | 78,717 | 100% |

Part II Mobile Crisis Response

Disposition of Referrals

| | | | | | | |
|---------------------------|--------------|--------------|--------------|--------------|---------------|-------------|
| Phone contact only | 985 | 939 | 996 | 1,127 | 4,047 | 26% |
| Face to face contacts* | 3,016 | 2,947 | 2,853 | 2,831 | 11,647 | 74% |
| Total Referrals*** | 4,001 | 3,886 | 3,849 | 3,958 | 15,694 | 100% |

Location of Face-to-Face Contact

| | | | | | | |
|-----------------------------------|-----|-----|-----|-----|-------|-----|
| In this agency's office or clinic | 433 | 500 | 449 | 424 | 1,806 | 16% |
|-----------------------------------|-----|-----|-----|-----|-------|-----|

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|--|--------------|--------------|--------------|--------------|---------------|-------------|
| Agency Walk-ins | 467 | 437 | 370 | 424 | 1,698 | 15% |
| In client or caller's home | 383 | 412 | 388 | 382 | 1,565 | 13% |
| In an Emergency Room/Medical Facility | 215 | 198 | 182 | 190 | 785 | 7% |
| ER Walk-ins | 897 | 829 | 887 | 829 | 3,442 | 30% |
| In a jail or juvenile detention facility | 201 | 187 | 150 | 217 | 755 | 6% |
| In a school | 10 | 36 | 19 | 30 | 95 | 1% |
| In a Social Service Office | 60 | 51 | 45 | 47 | 203 | 2% |
| Other | 350 | 295 | 363 | 288 | 1,296 | 11% |
| Total* | 3,016 | 2,945 | 2,853 | 2,831 | 11,645 | 100% |

Demographic Information on Mobile Crisis Referrals

Male

Age

| | | | | | |
|--------------|--------------|--------------|--------------|--------------|--------------|
| 0-12 | 113 | 109 | 121 | 133 | 476 |
| 13-17 | 142 | 117 | 165 | 176 | 600 |
| 18-40 | 980 | 894 | 992 | 901 | 3,767 |
| 41-64 | 499 | 475 | 447 | 463 | 1,884 |
| 65+ | 35 | 33 | 14 | 69 | 151 |
| Unknown | 70 | 93 | 56 | 85 | 304 |
| Total | 1,839 | 1,721 | 1,795 | 1,827 | 7,182 |

Female

Age

| | | | | | |
|--------------|--------------|--------------|--------------|--------------|--------------|
| 0-12 | 53 | 56 | 71 | 81 | 261 |
| 13-17 | 164 | 208 | 198 | 182 | 752 |
| 18-40 | 1,080 | 1,000 | 1,032 | 1,037 | 4,149 |
| 41-64 | 610 | 514 | 542 | 570 | 2,236 |
| 65+ | 60 | 40 | 37 | 101 | 238 |
| Unknown | 124 | 104 | 89 | 107 | 424 |
| Total | 2,091 | 1,922 | 1,969 | 2,078 | 8,060 |

Unknown

Age

| | | | | | |
|-------|---|---|---|---|---|
| 0-12 | 0 | 0 | 0 | 0 | 0 |
| 13-17 | 0 | 1 | 2 | 0 | 3 |

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| | 1st Qtrr | 2nd Qtrr | 3rd Qtrr | 4th Qtrr | Total | |
|---|--------------|--------------|--------------|--------------|---------------|-------------|
| 18-40 | 1 | 1 | 13 | 3 | 18 | |
| 41-64 | 1 | 0 | 1 | 2 | 4 | |
| 65+ | 0 | 0 | 0 | 0 | 0 | |
| Unknown | 69 | 239 | 69 | 52 | 429 | |
| Total | 71 | 241 | 85 | 57 | 454 | |
| Grand Total** | 4,001 | 3,884 | 3,849 | 3,962 | 15,696 | |
| Race | | | | | | |
| African American | 408 | 351 | 493 | 424 | 1,676 | 11% |
| Caucasian | 2,770 | 2,603 | 2,701 | 2,632 | 10,706 | 69% |
| Hispanic | 52 | 74 | 25 | 103 | 254 | 2% |
| Asian | 4 | 14 | 4 | 12 | 34 | 0% |
| Native American | 12 | 11 | 23 | 25 | 71 | 0% |
| Pacific Islander | 2 | 8 | 3 | 26 | 39 | 0% |
| Unknown | 753 | 825 | 600 | 457 | 2,635 | 17% |
| Total** | 4,001 | 3,886 | 3,849 | 3,679 | 15,415 | 100% |
| Outcome of Mobile Crisis Referrals: | | | | | | |
| No further contact planned | 956 | 802 | 956 | 724 | 3,438 | 20% |
| Scheduled next day appointment CPS | 768 | 696 | 716 | 684 | 2,864 | 16% |
| Scheduled same/next day appointment for ADA services | 93 | 72 | 68 | 57 | 290 | 2% |
| Referred to other community agency | 533 | 421 | 509 | 477 | 1,940 | 11% |
| Admitted to Psychiatric Inpatient Hospital/unit | 1,180 | 1,130 | 1,014 | 976 | 4,300 | 25% |
| Referred to 911/law enforcement/juvenile officer | 109 | 68 | 93 | 61 | 331 | 2% |
| Admitted to a residential crisis program | 174 | 112 | 170 | 168 | 624 | 4% |
| Admitted to a 23 hour observation bed | 48 | 39 | 43 | 43 | 173 | 1% |
| Referred to Mental Health Coordinator | 41 | 30 | 29 | 24 | 124 | 1% |
| Referred to medical facility for med. Reasons | 106 | 114 | 116 | 113 | 449 | 3% |
| Referred to emergency subs. Abuse trmnt (non-med detox) | 92 | 70 | 79 | 58 | 299 | 2% |
| Non-emergency: Referral to DMH CPS services | 521 | 578 | 655 | 530 | 2,284 | 13% |
| Non-emergency: Referral to DMH ADA services | 91 | 83 | 111 | 61 | 346 | 2% |
| Non-emergency: Referral to DMH MRDD services | 6 | 4 | 6 | 15 | 31 | 0% |
| Total | 4,718 | 4,219 | 4,565 | 3,991 | 17,493 | 100% |

FY03 ACI AGGREGATE REPORT

1st Qtrr

2nd Qtrr

3rd Qtrr

4th Qtrr

Total

* 2 short. Provider contacted

** Provider contacted to correct demograhic information on mobile crisis referrals. Incomplete info. Priveded by AA.

*** Referred to mobile crisis, 2 over.